

FAQs

What does “stock and scatter” mean?

Stock and Scatter delivery services are **NOT** the same as The Home Depot’s curbside delivery program. In a typical stock and scatter delivery, equipment is driven onto the customer’s property, positioned next to the building that is to be stocked, and the building materials are physically placed **INSIDE** the building and scattered among the rooms. We will stock material in the building to meet the customer’s need. The customer may also request that material is stocked at the curb or on a driveway. We pride ourselves on delivering material where the customer needs it.

What questions do I need to ask my customer in regards to delivery access?

- Does the material need to **be stocked and scattered** (unloading the material and placing it at specific points at the job site) or is it a **set off** (unloading the material to one point on the job site to be moved by another crew later)?
- If we are completing a stock and scatter delivery, what is our entry point (such as entry by window, patio door, front door, etc.)?
- Are there any power lines at the job site? (If unsure, please allow one to two days before delivery so we have time to physically inspect the job. This should be done before your customer has paid for the order in case there is an additional delivery fee.)
- Review the Pre-Delivery Job Site Inspection form located in this binder.

Can L&W provide product training for our Associates?

Yes.

Can L&W provide product training for our customers?

Yes, we can provide this during your customer training.

In many cases, we have to beat quotes brought in by our competitors, Can you help us?

We are serious about our partnership and committed to a long relationship. Please provide us the information, and we will do our best to help secure the order.

Will you provide us with special pricing for large jobs?

Yes.

Is stock and scatter the only service you can provide for us?

No, please call us with specific questions or concerns.



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We have a customer who works in hospitals and sometimes needs a 4:30 a.m. delivery.

Is this something you can do?

Yes, we can do this. We ask for three days' notice, and an additional charge may apply.

Can we pick up material or send customers to your location to pick up material?

Yes, if you send The Home Depot Associate, that person will receive the material receipt. If you send your customer, he or she will be asked to sign the material receipt and will not be given any paperwork. Customers are not provided with any cost information.

What is your lead time for a drywall stock and scatter?

We are committed to delivering within three days. Often a stock and scatter can be done sooner. Please check with the center for their schedule.

What is your delivery lead time on specialty items?

Please check at the time of order. Many of your specialty items are stock items for us, so the lead time will be up to three days.

When will the material be at the job?

Typically, materials are delivered within three days of placing the order. We will have our operations supervisor or dispatcher contact the person at the job and let that person know when to expect delivery.

Can I get a confirmation number?

Yes, the confirmation number is the Pick Ticket (PT) number.

Does the customer need to fill out the "Pre-Delivery Job Site Inspection" and "Waiver and Delivery Instructions" forms? Yes, it is very important to complete these two forms. The information on both forms is needed in order to deliver materials.

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How do power lines on the job site affect the delivery?

Safety is our first priority at L&W Supply. We use boom trucks for deliveries, and there is a possibility that while moving material into an upper floor, our boom could come in contact with a power line. This can cause serious injury or fatality to our crew and any bystanders. Our company policy is to maintain a distance of 20 feet from all power lines. We want to know about any power line issues ahead of time so we can plan the delivery accordingly, finding the safest access points.

If a delivery is setup but power lines are present or access to the job site is difficult, what will happen?

Our delivery driver will inform us of the situation and what we might need at the job site in order to make the delivery. Our staff will call you with this information and reschedule the delivery. We strive to make deliveries on the first attempt, but in a safe manner. If we attempt again and are still unable to make the delivery, we will again call you. On the third attempt, a delivery charge of \$250.00 will apply.

If a customer is not sure if he or she can use the stock and scatter service due to power lines, can you inspect the job before the customer places the order?

If you have completed the “Pre-Delivery Job Site Inspection” and “Waiver and Delivery Instructions” forms and your customer does not feel comfortable, yes we can look at the job. Please allow enough time for us to look at the job. The Home Depot will be informed of the job site inspection.

How high can your boom trucks reach?

We have a vast fleet of delivery equipment, which vary slightly by location. Please contact your sales representative or L&W center for more information.

Why can't you boom over trees, cars or dumpsters?

The safety of customers and our delivery crews is our first concern. It is very dangerous to boom over any objects due to the potential of falling objects.

How close can you get to the building?

We can get as close as possible within safety regulations.

How experienced are your boom operators?

Our drivers have CDL licenses and are fully trained in safety procedures, boom operation, proper lifting procedures and defensive driving. They are trained to follow our safety guidelines, which include using caution tape to mark the delivery area and using personal protective equipment (safety shoes, brightly colored vests, gloves and hard hats).